



Fire detection and evacuation solutions that save lives.

Ampac New Zealand Ltd Returns Policy

Ampac NZ Ltd. provides a Returns Policy on all products purchased

In addition to the Ampac Warranty Returns Policy and processes, Ampac also offers a returns service for items that are returned for credit or exchange, provided the items are returned within 30 days from the receipt of goods.

Items may only be returned where a corresponding proof or purchase can be presented, and the items match the items listed on the original proof of purchase.

Contact your local CSO (Customer Service Office) who can approve the return of the items, and provide you a Sales Order Return no. (SORET) as a reference for the returned items.

Your local CSO may welcome the return of goods where the items are:

1. In original saleable condition;
2. Have not been used in any manner;
3. In original undamaged packaging;
4. Proof of purchase can be obtained/ presented;

There are certain goods which cannot be returned, including but not limited to:

1. Goods invoiced more than 30 days prior to the attempted return;
2. Custom Manufactured Products;
3. Upgrades;
4. Special Orders – including but not limited to non-stock items, specially sourced solutions etc;
5. Specially ordered or prepared software, configurations or firmware applications.

To ensure that the service is accessible to all its customers Ampac will charge either a flat \$60 or a 20% restocking fee (whichever is higher) which will cover inspection, testing and any paperwork or processing required to return the item to Ampac Stock.

For faulty or defective products, the Ampac Warranty system accommodates these returned items.

For further details, contact your local Customer Service Office.

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